

Documentation and Technical Writing

Are you keeping up with knowledge management and compliance requirements?

The need for valuable organisational knowledge to be documented is growing. So too, is the requirement for documentation necessary for compliance purposes.

The efforts in producing all this documentation takes time away from core business activities. Clients using our Documentation and Technical Writing Services benefit from reliable and worry-free support provided by experienced business analysts and technical writers.

Our team has the expertise in business writing and professional documentation, ensuring your organisation is up to date with the development and maintenance of proposals, reports, policies, procedures, strategies and other documents for projects.

Some examples of our work for private sector and government funded entities...

Policies and procedures development and updates

Security of organisational knowledge is now an important part of management. Privacy legislation also places compliance requirements on organisations and their people.

A highly regulated essential services business commissioned ROI Solutions to update the policies and procedures for their technology users. We reviewed and edited existing documents and developed new policies, where needed. Updates were provided to a proposed document hierarchy and we designed and standardised a group of templates for use by the IT team in the future.

In addition, we provide services to embed change whenever new IT security policies and procedures need to be adopted. Security incidents are often related to the behaviour of users, rather than technology issues such as a lack of anti-virus software or firewalls. By utilising change processes, organisations have a more robust approach to security.



Time and Cost Efficient

Our Services Packages are based on a model designed to enable flexibility and optimise value

Short or Long Assignments

Please call us so that we can provide you with details of how the packages work:

0414 702 163

Pilot for an organisation-wide rollout of Quality Management documents

We provided senior level business analysis and project management skills to a pilot project completing content for a range of documents based on the ISO 9001 quality management system.

We were required to elicit business requirements, manage questions concerning the original templates and support the pilot team with updates to their documents. Additional templates were also created which contained explanatory terms and guidelines.

Feedback was collected from the pilot which was included with our Final Report and Recommendations for the broader implementation of the system.

Re-worked Strategy and Operational documents

A Victorian Council asked us to reconstruct a strategy document which had been developed containing operational details. The IT Manager wanted to separate the strategy from the operational tasks and create a further tactical document.

This required an understanding of the content. As we have worked on many IT projects we are familiar with the technologies, opportunities and challenges for IT. A lot of time was saved for the client as we were able to quickly and effectively update formatting, do some wordsmithing and construct two documents so that sign-off could progress.

Completion of a Business Impact Assessment and Business Continuity Plan

While working with a large private sector financial services business, we were asked to develop a business impact assessment document and a business continuity plan. Approved templates were provided and our business analyst met with people in a range of roles across the department to gather the necessary information. This was then written up to create the required documentation which was approved for use. The change to processes and the contents of the Business Continuity Plan was then communicated to all relevant parties.

Development of project documentation utilising recognised best practice

We have prepared many documents for a range of organisations and projects utilising the PRINCE2® methodology and templates. These important documents are used as project controls to minimise risk and maximise success.

We can support your project with a schedule, budget, project brief, and project initiation document as well as developing or updating the business case to ensure your project runs smoothly.



Services to develop training manuals and scripts for screencast videos for training or communications purposes are also available.

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